Destiny Support Information

DISTRICT EXPECTATIONS

- Have a clear understanding of the support protocol for Destiny and follow the protocol when seeking support.
- Use the appropriate avenue of support as indicated below.
- All CCSD library media specialists are required to participate in two days of Destiny training in order to use Follett Tech Support.

In order to provide quality and consistent support for Destiny, multiple avenues for support are available, including Follett Technical Support, the CCSD Technology Support Division, and the Library Media Education department. It is important to select the line of support that is appropriate for the type of problem that exists.

Type of Support Needed / Problem Encountered	Source of Support
Questions about Cobb-specific requirements and recommendations for Destiny. Examples include: ▪ Guidelines for which items can and cannot be cataloged in Destiny ▪ Barcode tracking form and instructions ▪ Cataloging instructions for district-purchased items ▪ Patron database cleanup information	**Library Media Education Website** ▪ Use the Destiny tab to navigate to a specific page
Questions about how to use specific features of Destiny. Examples include: ▪ How to troubleshoot alignment when printing labels ▪ Changing the circulation alert sounds ▪ Creating a customized hold transactions list	**Destiny Help** Destiny provides two sources of help within the program. ▪ **On Page Help**: Click on the question mark link to see an overview or definition related to that specific feature ▪ **Online Help**: Click on the "Help" link in the top right-hand corner of the Destiny window to access a detailed, searchable help database on the Follett

	website. This is the online "user manual" for the program. *TIP: Using the "Index" tab at the top of the help site can be a more effective way to search.* If you are unable to locate information about how to use a specific feature, you need more detail than is provided in the online help, or you are unsure if the program has a certain capability, contact Follett Tech Support, below.
Questions about the capabilities of the Destiny program. Problems encountered while using Destiny features. Requests for detailed information or assistance not provided by the online help systems. Examples include: ▪ Step by step help using Report Builder ▪ Problems configuring ceiling dates and fixed due dates to have the desired effect	**Follett Technology Support** ▪ Phone: **(800) 722-7424** ▪ Email: **TechSupport@fsc.follett.com** ▪ Be prepared to provide your school's Destiny customer number, the version of Destiny you are using (9.9), specific details of the question/problem, call back #, times available, etc. ▪ Use the **Follett Tech Support Log** to track questions and service requests. If the Follett Support technician determines that site administrator or district administrator rights are needed to resolve a problem, take down the specific access level required and *exact* instructions that must be followed, then submit a Web Helpdesk Request describing the problem and the detailed solution recommended by the Follett technician. Include your Follett support ticket number in the helpdesk request.
Seeking advice and sharing best practices for implementing Destiny. Examples include: ▪ Advice on introducing elementary students to MyQuest ▪ Comparing notes on loan periods or circulation policies ▪ Tips for collecting materials from graduating seniors	**Fellow Cobb Library Media Specialists** There are two primary ways of seeking advice and information from other library media specialists in Cobb: ▪ Search the LME blog ▪ Email one of the Library Media

	distribution lists ("DL"s) If you send an inquiry to the DL, start by sending it **only to the DL for your grade level**. This will reduce the amount of email traffic for everyone. Also, please note that the LME department does not monitor the DLs for Destiny problems. LME staff may not read DL messages for several days, if at all. If you experience a problem or error in Destiny, *please do not send messages to the DL to ask if other people are encountering a similar problem.* Report the problem using the appropriate means described herein.
Problems with student or staff patron data imported from the Cobb Student Information System (CSIS), including: ▪ Homeroom assignments for active patrons ▪ School site assignments ▪ Patron names, birthdates, numbers, etc.	**Local School CSIS Contact** ▪ Use the instructions for **Troubleshooting Patron Data**, work with your local school contact to identify and correct these problems in CSIS. ▪ After correcting problems in CSIS, wait one day for the information to be transferred to Destiny.
Problems accessing the Destiny Site itself, such as: ▪ Destiny is not available, but other websites are ▪ Attempting to open Destiny results in a error ▪ Destiny is responding significantly slower than other websites ▪ Destiny "crashes" or returns unusual errors during normal operations Destiny problems that are specific to one computer or to your local school network, such as: ▪ Requesting installation or repair of the Destiny Remote application ▪ Destiny icon not appearing on desktops of one or more users	**CCSD Technology Support Division (TSD)** ▪ All Destiny support requests to TSD should be submitted via the Web Help Desk, not by email or phone. ▪ (After receiving your request, the LME staff may ask you to run the **Destiny Server Connectivity Test**.)

Problems with patron data imported from CSIS that cannot be resolved by the local CSIS contact.	
Routine administrative requests that the LME department have requested via email: ▪ Requests to change circ login passwords ▪ Requests to turn Destiny features (such as MyQuest or the Destiny Homepage) on or off Help interpreting district policies that impact Destiny, such as: ▪ Help determining if an item satisfies the Definition of Library Media Materials (and can be cataloged) ▪ Questions regarding item values, material types or other catalog data that impacts district financial audits Questions about which avenue of support to use for a given problem.	**Contact the Library Media Education Department** Call or email **Beverly Myers** with questions: ▪ (770) 426-3315 ▪ **beverly.myers@cobbk12.org**